

SUB-PROCESSOR SCHEDULE

Required Sub-Processors

Sub-processor	Data they process	Where they are based	Where the data is stored
Amazon Web Services	AWS is the underlying hosting provider for all of Peakon's services, including main database storage, backup storage and uploaded files (logos, avatars, temporary). All data is stored within the EU. Our primary data centre is AWS-EU-West-1 (Ireland) and the disaster recovery data centre is AWS-EU-Central-1 (Frankfurt). See AWS's data privacy FAQ (https://aws.amazon.com/compliance/data-privacy-faq/) and cloud security overview (https://aws.amazon.com/security/) for more information.	United States	Ireland and Germany
Heroku	Heroku is used to run the application code. It uses containers to run individual parts of the service, such as the web applications, the backend api services, etc. In addition, it is used to store in-memory data, such as temporarily cached computations and work queues for background jobs. Heroku is used exclusively in the EU region, which uses AWS-EU-West-1. See Heroku's privacy policy (https://www.heroku.com/policy/privacy), security policy (https://www.heroku.com/policy/security) or contact them on +44 800 808 5158 for more information.	United States	Ireland

In addition to the above, the Customer authorises Peakon to disclose Personal Data to any Peakon Affiliates where this is necessary for the provision of the Services, including Peakon Affiliates based outside the EEA. Peakon shall not disclose Personal Data to Peakon Affiliates unless such Peakon Affiliates are bound by equivalent contractual terms as those set out in the Data Processing Agreement and (in the case of Peakon Affiliates based outside the EEA) Peakon has put in place appropriate safeguards to protect such Personal Data.

Optional Sub-Processors

Sub-processor	Data they process	Where they are based and the data is stored
Google	Used for automatic translation of comments. The body of the comment is sent without any other information to Google. For more information on how Google processes data in relation to translation, see their service terms (https://cloud.google.com/terms/service-terms#7-google-cloud-translation-api).	United States
Intercom	Used for support for administrators and managers both in the system and through emails to support@peakon.com. Only basic CRM data is stored in Intercom, such as first name, last name and email. In addition, ticket data and history is stored. For details see Intercoms terms and policies (https://www.intercom.com/terms-and-policies#terms).	United States
Delighted	Used to ask customer satisfaction question on a quarterly basis. Personal data shared with the processor is: <ul style="list-style-type: none"> ● Full name ● Email ● Language preference ● Access level (admin/manager) For details see Delighted's terms of service (https://delighted.com/terms) and privacy policy (https://delighted.com/privacy).	United States
Nexmo	Used to send text message to mobile devices, when the feature is enabled and employee phone numbers are present. No Personal Data is shared with the sub-processor outside of the phone number the text messages should be sent to. For details see Nexmo's terms of use (https://www.nexmo.com/terms-of-use) and privacy policy (https://www.nexmo.com/privacy-policy).	United States